



Data and Privacy File Guides

iCloud: Call History iOS 13

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File name CallHistory.csv

File description This file contains a log of FaceTime or Telephony calls initiated or received on the devices registered to a user's iCloud account.

Why Apple keeps this information Apple retains this information in order to sync it across the user's devices and during device restore for users who choose iCloud Backup as their backup solution.

Field Name	Details
Example "Case ID"	Unique identifying number of the interaction with the customer used for Support calls, chats or email.
callerId	A text value containing the telephone number, email address, or username of the remote participant
date	The date and time at which the call was either initiated or received
duration	The length of the call, in seconds, measured from when the call connected
read	Whether the call was a new incoming call that went unanswered
isoCountryCode	An identifier for the country associated with the user's telephone number, for caller ID information that is a telephone number
callerIdsBlocked	Whether the remote participant has blocked their caller ID
unreadCount	The number of new, incoming calls that went unanswered
callStatus	Whether the call was answered, cancelled, or missed on the current device or was answered on another device
callerIdAvailability	Whether the remote participant's caller ID information was available, unavailable, or blocked
mediaType	Whether the call was audio or video
ttyType	The TTY service used during the call
handleType	Whether the caller ID information is a username, email address, or telephone number
callerIdLocation	The region associated with the caller ID information, for caller ID information that is a telephone number

Field Name	Details
timeToEstablish	The amount of time it took to connect the call after it was initiated or received, in seconds
bytesOfDataUsed	The number of bytes used during the duration of the call, when a call uses cellular or Wi-Fi data